Amendments to the Specification:

Page 1, lines, 1-3, please amend the Title as follows:

<u>SUBSTITUTE SPECIFICATON</u>

<u>Interactive Conflict Resolution for Personalized Policy-Based Services</u>

<u>BACKGROUND OF THE INVENTION</u>

Page 6, lines 23 and 24, please replace paragraph No. 4, as follows:

4. If validation is selected, translating the features from CPL into another format, such as FIAT, from which it is possible to detect common feature ~~specification~~ <u>interaction</u> errors.

Page 19, line 47 to the top of page 20, lines 1-2, please replace the paragraph as follows:

It will be noted that the absence of specific actions to be taken in the first CPL script results in the default ~~behaviour~~ <u>behavior</u> of the system, namely to accept the incoming call.

Page 22, lines 17-25, please replace the paragraph as follows:

The incoherences reported by FIAT contain information identifying the features, their priorities, and the incoherence itself. The first step toward the interpretation of the incoherence consists in determining the type of policy, namely whether they are *general* or *specialized*. In some cases, further understanding of

the problem is obtained by comparing the relative priorities of the policies. Then the problem is reported to the user. This reporting starts by identifying the category of incoherence, the role of each policy in the problem is exposed, an example of the possible ~~misbehaviour~~ misbehavior resulting from the presence of the two policies is given and, when applicable, one or many ways to correct the situation are proposed.

Page 23, lines 10-15, please replace the paragraph as follows:

The following types of suggestions can be provided by the system:

a. Edit a policy (enables the user to modify one of the conflicting policies).

b. Disable a policy (deactivate a policy, without deleting ~~it~~ the policy).

c. Set the priority of a first policy above/below the priority of a second policy.

d. Add an except to a general rule.

e. Tolerate the conflict and no longer report ~~it~~ the conflict (leave it to the system to decide).

In the Abstract:

Please replace the Abstract (Page 35) as follows: